

2003-05 Performance Progress Report

For Quarter Ending 9/30/2003

Agency 124

Department of Retirement Systems

Mission

To administer Washington State's public retirement and deferred compensation programs in a manner that creates the highest degree of confidence in our integrity, efficiency, fairness and financial responsibility.

Goal We will seek out and utilize input from our customers, identifying and responding to their requirements, expectations and service needs.

Performance Measure By survey, percentage of members responding with a "satisfied" or "very satisfied" rating for overall quality of services provided by Department of Retirement Systems.

| Outcome | Fiscal Year 2004 | | | | Fiscal Year 2005 | | | |
|---------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | <u>Quarter 1</u> | <u>Quarter 2</u> | <u>Quarter 3</u> | <u>Quarter 4</u> | <u>Quarter 5</u> | <u>Quarter 6</u> | <u>Quarter 7</u> | <u>Quarter 8</u> |
| Estimate | | | | 89.0% | | | | 89.0% |
| Actual | | | | | | | | |
| Date Measured | | | | | | | | |

Performance Measure Complete requests for retirement estimates in an average of five days.

** With an anticipated growth of approximately 30% in the number of retirements by the year 2005 and having experienced a reduction of 17.7 FTEs in the past two years, sustain the agency's current high standards of customer service.*

| Efficiency | Fiscal Year 2004 | | | | Fiscal Year 2005 | | | |
|---------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | <u>Quarter 1</u> | <u>Quarter 2</u> | <u>Quarter 3</u> | <u>Quarter 4</u> | <u>Quarter 5</u> | <u>Quarter 6</u> | <u>Quarter 7</u> | <u>Quarter 8</u> |
| Estimate | | | | 5 | | | | 5 |
| Actual | | | | | | | | |
| Date Measured | | | | | | | | |

Performance Measure Respond to 90 percent of routine correspondence within five days.

| Efficiency | Fiscal Year 2004 | | | | Fiscal Year 2005 | | | |
|---------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | <u>Quarter 1</u> | <u>Quarter 2</u> | <u>Quarter 3</u> | <u>Quarter 4</u> | <u>Quarter 5</u> | <u>Quarter 6</u> | <u>Quarter 7</u> | <u>Quarter 8</u> |
| Estimate | | | | 90% | | | | 90% |
| Actual | | | | | | | | |
| Date Measured | | | | | | | | |

Performance Measure Provide knowledgeable staff service to all members visiting DRS without an appointment in an average of four minutes of their arrival.

| Efficiency | Fiscal Year 2004 | | | | Fiscal Year 2005 | | | |
|---------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | <u>Quarter 1</u> | <u>Quarter 2</u> | <u>Quarter 3</u> | <u>Quarter 4</u> | <u>Quarter 5</u> | <u>Quarter 6</u> | <u>Quarter 7</u> | <u>Quarter 8</u> |
| Estimate | | | | 4 | | | | 4 |
| Actual | | | | | | | | |
| Date Measured | | | | | | | | |

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Performance Measure Answer 90 percent of incoming phone calls to DRS via an automated call distributor (ACD) within 30 seconds.

| | Fiscal Year 2004 | | | | Fiscal Year 2005 | | | |
|---------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | <u>Quarter 1</u> | <u>Quarter 2</u> | <u>Quarter 3</u> | <u>Quarter 4</u> | <u>Quarter 5</u> | <u>Quarter 6</u> | <u>Quarter 7</u> | <u>Quarter 8</u> |
| Efficiency | | | | | | | | |
| Estimate | | | | 90% | | | | 90% |
| Actual | | | | | | | | |
| Date Measured | | | | | | | | |

Performance Measure Number of new deferred compensation participants.

* Target goal is based on 10% increase of new participants above the 3-year average.

| | Fiscal Year 2004 | | | | Fiscal Year 2005 | | | |
|---------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | <u>Quarter 1</u> | <u>Quarter 2</u> | <u>Quarter 3</u> | <u>Quarter 4</u> | <u>Quarter 5</u> | <u>Quarter 6</u> | <u>Quarter 7</u> | <u>Quarter 8</u> |
| Output | | | | | | | | |
| Estimate | | | | 3,563 | | | | 3,716 |
| Actual | | | | | | | | |
| Date Measured | | | | | | | | |

Goal We will measure performance regularly and objectively to assure that goals are being met.

Performance Measure Benefits paid annually in dollars (annuitants, withdrawals, Deferred Compensation and Dependent Care).

* Dollars are in millions.

| | Fiscal Year 2004 | | | | Fiscal Year 2005 | | | |
|---------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | <u>Quarter 1</u> | <u>Quarter 2</u> | <u>Quarter 3</u> | <u>Quarter 4</u> | <u>Quarter 5</u> | <u>Quarter 6</u> | <u>Quarter 7</u> | <u>Quarter 8</u> |
| Output | | | | | | | | |
| Estimate | | | | \$2,000 | | | | \$2,100 |
| Actual | | | | | | | | |
| Date Measured | | | | | | | | |

Performance Measure Percent below the international pension administration benchmark for cost per member, for corresponding levels of complexity and service.

* Benchmarking is performed by an independent contractor. The "percent below" figure represents the difference between DRS' actual cost per member and the predicted cost per member, given DRS' complexity/service levels relative to peer administrators.

| | Fiscal Year 2004 | | | | Fiscal Year 2005 | | | |
|---------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | <u>Quarter 1</u> | <u>Quarter 2</u> | <u>Quarter 3</u> | <u>Quarter 4</u> | <u>Quarter 5</u> | <u>Quarter 6</u> | <u>Quarter 7</u> | <u>Quarter 8</u> |
| Outcome | | | | | | | | |
| Estimate | | | | 25% | | | | 25% |
| Actual | | | | | | | | |
| Date Measured | | | | | | | | |

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Performance Measure

Collect 99.5% of retirement contributions from employers by the 15th of each month.

| | Fiscal Year 2004 | | | | Fiscal Year 2005 | | | |
|-------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Efficiency | <u>Quarter 1</u> | <u>Quarter 2</u> | <u>Quarter 3</u> | <u>Quarter 4</u> | <u>Quarter 5</u> | <u>Quarter 6</u> | <u>Quarter 7</u> | <u>Quarter 8</u> |
| Estimate | | | | 99.5% | | | | 99.5% |
| Actual | | | | | | | | |
| Date Measured | | | | | | | | |